

Information and Communication Technology Services Delivery

Plan

2019 - 2020

Overview of the service

Information and Communication Technology (ICT) is vital in enabling the Council's various departments and partner organisations to deliver cost-effective services to the public. The ability of the Council to provide these services relies heavily on a stable, reliable and accessible ICT infrastructure which is flexible enough to accommodate swift changes in governance, legislation or service model change.

ICT supports business change and development through the implementation of new affordable technologies delivered by astute project management and backed up with the appropriate user training. ICT manages the security and integrity of all the Council's electronic data and holds the information in compliance with regulatory standards.

The service is currently led by the ICT Manager.

Service and Support including Helpdesk

Helpdesk

Responsible for 1st line support of applications, hardware, consumables, staff and Members across the Council escalating any calls that cannot be resolved at first point of contact through to 2nd/3rd line support and to the Web Team and following through to a successful conclusion.

Other responsibilities include; procurement, asset management, reporting, licensing, change management, budget monitoring and administration of ICT processes required for staff starting/leaving the authority and supporting the ICT Team

ICT 2nd Line support

Responsible for the 1st / 2nd line support of applications, staff and Members across the Council escalating any calls that were not resolved at first point of contact by the Help Desk to either the ICT Technical Support team or the relevant 3rd party support vendor and through to a successful conclusion.

Other responsibilities include; application/system administration and development, project management, training and business process re-engineering, accuracy and completeness of the Local Land and Property Gazetteer (LLPG) feeding into the National Land and Property Gazetteer and liaising with Ordnance Survey. Responsible for the availability and maintenance of the Council's spatial information held electronically across the Councils systems.

Street Naming & Numbering (STNN)

Responsible for the administration of the street naming and numbering process, to ensure that all properties in the district are officially addressed. Ensuring the legal framework for the operation of the Street Naming and Numbering service is adhered to and that proper protocols for determining official street names and numbers are in place. Other responsibilities include; liaising with Councillors (Parish/Town/City/Ward/County), Emergency Services, Royal Mail, property developers and general public, invoicing, budget management, procurement and policy review.

ICT System Admin/Network Management

Responsible for infrastructure management, system monitoring, information security, network security and compliance, remote access, capacity planning and availability, data backup and restoration, disaster recovery and business continuity.
 Also responsible for 2nd / 3rd line support of all hardware, applications, staff, and Members reported to them via the ICT Service Desk or Support Officers, escalating any calls as necessary to the relevant 3rd party support vendor and through to a successful conclusion.

Cost of service (ICT and Street Naming and Numbering)

The total cost of the Service for 2019/2020 - £865,794
 The total income from the Service for 2019/20- £29,451 (From support fees to the trading companies and street naming and numbering application)
 Net Budget 2019/20 - £836,343

Staffing information

Staffing Resources allocated to the ICT Service are as follows:

- 1 x ICT Manager
- 1 x ICT Service and Support Team Leader
- 2 x ICT Application Support Officers
- 2 x ICT Desktop Analysts (1no Vacant)
- 1 x ICT Helpdesk Advisor
- 1 x Network/System Admin Team Leader
- 2 x Network/System Admin Officers
- 1 x ICT and Data Support Officer (GIS)
- 1 x ICT Apprentice (Vacant)

The Council’s ICT Service Delivery Champions are Cllrs Paul Cox and Mike Bradley

The ICT service fits in with the Corporate Priority of helping to ensure “A customer driven Council with a “can-do” attitude and pro business approach and commercially focussed to ensure financial self-sufficiency for the tax payer”

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Committee
By June 2019	Disaster Recovery Appraisal	ICT	TBC



Commitments towards our Vision

ICT- Service Delivery Plan 2019/2020



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale	Baseline from previous year/output from previous year	Owner and co-owners
Ensure a responsive and proactive service is provided to all of our customers	Delivering a financially sound and well-managed Council	Close 90% of Service desk incidents and service requests within the Service level agreement	74% of all tickets 94.2% of Priority 1 tickets	ICT Service and Support Team Leader
		Continue to offer our customers Bi monthly ICT drop-in sessions	The re-introduction of the Drop in Sessions commenced in October following the staffing restructure and recruitment. Drop in Session have taken place in October, December 2018 and March 2019 with a further session planned for April.	ICT Service and Support Team Leader
		Ensure that internal and external networks and systems are stable and reliable and fit for purpose Network - @ 99% uptime Systems - @99% uptime	100% Network Uptime 98.8% Application and Software Unplanned Downtime	ICT System Admin/Network Team Leader
Ensure that ICT Services maximises possible efficiency savings		Assist and support all departments when ICT Software/hardware is required, renewed or replaced, ensuring that it is fit for business and adds value for money.	New Performance Measure	ICT Manager
To create a culture of continual service improvement and positive transformation		Complete an organisational wide application review and create a prioritised programme for upgrades and new software. – by end of Q1	Not completed on time due to capacity issues	ICT Manager
		Attend Team Meetings and meet with Service Leads to establish business requirements. Help, assist and advise on how to move new initiatives forward	New performance measure	ICT Manager
Provide a responsive, value for money Street Naming & Numbering Service		Royal Mail to be notified within 5 working days of receipt of payment and valid street naming and numbering application	New Performance measure	ICT Service and Support Team Leader
		Street Naming and Numbering schemes to be sent to customer with 5 working days of receipt of postcode from Royal Mail	New Performance Measure	ICT Service and Support Team Leader
		Adopt/Object new street names within 1 month (in accordance with Street Naming and Numbering Legislation and policy) of receipt of full payment and valid application	100%	ICT Service and Support Team Leader

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale	Baseline from previous year/output from previous year	Owner and co-owners
Provide technically skilled, motivated and engaged staff to deliver an efficient and effective ICT Service		To undertake staff appraisals within time frame set by HR ensuring all staff complete documentation to enable feedback and sign off. Training needs identified and new accountabilities set.	All appraisals booked for March 2019.	ICT Manager
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		To regularly review higher level corporate risks, including: Security and Infiltration of the ECDC Network Disaster Recovery Plan Backup of ECDC Data	A review of available software is currently being undertaken of intrusion protection and intrusion detection software to protect our network from cyber-attacks. A review of the existing Disaster Recovery Plan and Site commenced in January. ICT have identified that a programmed test of recovery needs to be considered as part of the Disaster Recovery Plan.	ICT System Admin/Network Team Leader
Maintain the security and resilience of ICT systems and adhere to regulations		Ensure the Council is awarded an Annual PSN Compliance Certificate to maintain access to secured services- ensuring all servers remain compliant and in support with Microsoft for security updating.	The Annual Audit of the Council Systems has taken place, the report indicated no Severe issues, and only 13 high risk, all have been remedy and a full pass of the annual PSN Compliance has been awarded	ICT System Admin/Network Team Leader
		Rewrite ICT Information Security Policies to ensure compliance with current regulations and simplify for staff and members – end of Q1	New performance measure	ICT Manager ICT Service and Support Team Leader ICT System Admin/Network Team Leader
		Review disaster recovery plans with recommendations by end of Q1 Implement approved DR requirements. By end of Q4	New performance measure	ICT System Admin/Network Team Leader
		Review and install an Intrusion Prevention System and Intrusion Detection System to allow the ICT Team to monitor and give an internal overview of the entire network and systems to help highlight and prevent intrusions at first point of entry alongside the firewall, system errors and server failures, improving the security of the network and allowing the team to be proactive and ensuring compliance with GDPR and Data Protection Act 2018 . By end of Q2	New performance measure	ICT System Admin/Network Team Leader